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## **Refund Processing**

### **Refunds of Permit Processing Fees**

Permit processing fees and record retention fees are assessed to cover the cost of providing permit issuance services and therefore are not refundable once service has been obtained.

### **Refunds of Building Permit Fees**

Refunds requested due to staff error (*all conditions must be met*):

A full refund (100%) can be given only when the cancelled plan check and/or permit was issued due to staff error.

Requests must be received within 180 days of original payment.

Refunds requested due to applicant error or canceling a plan check or permit (*all conditions must be met*):

Only an 80% refund can be granted

Cancellation of plan check and/or permits, must be requested within 6 months (180 days) of the original payment

When no work has occurred on the project (plan review started or inspection performed).

### **Refunds of Development taxes**

Refunds for Development Taxes must be requested within one year (365 days) of original payment.

A full refund (100%) of taxes can be granted when permits are cancelled and no work has been done.

A proportional refund of taxes can be granted due to a reduction in the area/scope of work.

### **Cancellation of Permit and Refunds**

Requests to cancel a permit and obtain a refund must come from the owner and the original payee. Ownership of a permit belongs to the owner of the property, therefore a request for permit cancellation must come from the owner or his agent (developer or a tenant who possess a lease authorizing them to obtain permits). Requests for refunds must come from the applicant who paid the original fee and all applicable fees will be returned only to the payee.

### **Refund Request Processing Fee**

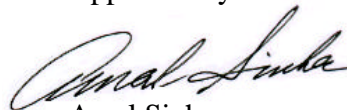
A \$35.00 minimum processing fee or 20% of the Permit/Plan Check fee (whichever is greater) will be deducted from all refund requests. Refunds issued due to City error are not subject to the minimum-processing fee. For permits issued over the Internet the permit-processing fee assessed at permit issuance will be utilized for the minimum refund request-processing fee.

### **Processing Refunds**

1. Refund requests will be given to the cashier for initial processing.
2. A Permit Center supervisor will research the validity of the request prior to granting approval or denial. If the request is denied, staff will contact the applicant and explain the reasons for denial and give a copy of this policy, if requested.
3. A refund request over \$10,000 must also be reviewed and approved by the Permit Center Manager.
4. Completed requests will be returned to the cashier for processing.
5. All other procedures contained on the refund request form must be followed.

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